

# University Square Stratford

## User Guide

1 Salway Road, Stratford, London E15 1NF



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## 1.0 Introduction

The University Square Stratford (USS) building is a unique collaboration between Birkbeck, University of London and the University of East London. This Building User Guide provides the users and occupants of the USS building with a simple, quick and easy guide to the everyday functions and facilities of the building.

## 2.0 Facilities Services at a Glance

The operation of the building is managed by the Facilities Services team who are based on the ground floor of the USS Building in and around the Customer Services Reception area. Their primary role is to provide effective management of the building and a secure infrastructure to enable both Universities to deliver their daily activities.

The services delivered to the USS Building by the Facilities Services team include maintenance, security, cleaning, catering, waste management, environmental services, postal deliveries and reception services.

If you experience problems or have requests in relation to any of the building or facilities services, including security, maintenance and cleaning, or have any questions about the building or its operation, please contact **the Customer Services Advisers** who are based at the Customer Services Reception on the ground floor next to the speed gates. They can be contacted on extension 7888 (direct line 020 8223 7888) or by email on [reception.uss@uel.ac.uk](mailto:reception.uss@uel.ac.uk).

For general health and safety issues related to the building contact the Facilities Manager or Support Services Officer. Each School and Service is responsible for undertaking their own health and safety risk assessments in relation to the operations of their service.

The building has fully automatic heating, ventilation and lighting controls which require little manual operation - see Building Services section.

**Fire alarm tests are conducted weekly at 10am every Friday.**

**There is no smoking permitted in the premises or grounds area of the USS Building including the garden. All students, staff and visitors are requested not to smoke within seven metres of the main entrance to the building.**

## 2.1 IT Services

For matters relating to telephones, computer software/hardware problems, network connections including wifi access or printing and photocopying, place a call to **IT Service department** on extension 2468 (020 8223 2468) and if possible send an email detailing the situation to [servicedesk@uel.ac.uk](mailto:servicedesk@uel.ac.uk) or raise a call through the IT Self Service Portal at <http://www.uel.ac.uk/it/selfservice/>.

For information there is an IT Service Desk located in the ground floor atrium of the USS Building. For **IT Audio-visual enquiries** please call 020 8223 3055.

UEL students can add credit to their print and copy account at the kiosk located next to the School of Business and Law Helpdesk on the second floor.

Birkbeck students can add credit to their print account online. See more information on this and other Birkbeck IT Services at <http://www.bbk.ac.uk/its/services/uss>

## 2.2 The Facilities Services Team

The Facilities Services team can be contacted either by visiting the Customer Services Reception, by phone on extension 7888 or by email on [reception.uss@uel.ac.uk](mailto:reception.uss@uel.ac.uk). The team includes:

**The Facilities Manager\*** who is responsible for the operational management of all FM Services at the USS building on behalf of UEL and Birkbeck, University of London.

**The Support Services Officer\*** reports to the Facilities Manager and is responsible for the delivery of an efficient, effective, warm and courteous Reception Service to students, staff and visitors to the building. They carry out daily inspections of the building to ensure that all Facilities Services are being delivered to the highest standard and that there are no breaches of compliance with health and safety and fire regulations.

**The Customer Services Advisers** are based at the ground floor Customer Services Reception and provide an essential service in welcoming and signposting staff, students and visitors upon arrival to the USS Building (see section on Hours of Operation). They can be contacted on extension 7888 or via email at [reception.uss@uel.ac.uk](mailto:reception.uss@uel.ac.uk) and can assist you with a wide range of issues, including:

- \*dealing with maintenance, security, cleaning and other facilities related issues
- \*issuing new and replacement UEL staff ID cards
- \*welcoming all visitors and commercial clients
- \*issuing visitor cards and informing colleagues of the arrival of their visitors
- \*accepting and securing lost property
- \*issuing keys
- \*processing access control requests
- \*receiving incident reports.

**The Premises Assistant** provides an efficient and effective caretaking support to the USS users including portering, delivery of post and parcels and general upkeep of the premises and grounds. They can be contacted via the Customer Services Reception on extension 7888.

**The Security Officer** helps maintain a safe and secure environment for students, staff, visitors and commercial clients. They assist with emergency situations, first aid and the evacuation of disabled individuals in an emergency situation. Along with the rest of the

Facilities Services team they are available to assist students, staff and visitors on security related issues on site. They can be contacted via the Customer Services Reception on extension 7888.

In cases of emergency, if the Customer Services Reception extension is busy, please contact UEL's Security Control on the emergency line extension 7771, available 24 hours a day (if you are dialling on a mobile phone or externally please dial 020 8223 7771).

**\*See section on Contact Details for Key Personnel to contact Facilities Services staff.**

### 3.0 Hours of Operation

	Operational Hours	Summer Vacation period
<b>USS Opening Hours</b>	Monday to Friday 08:00 – 22:00 Saturday 08:00 – 18:00 (Closed 25 December 2014 to Sunday 4 January 2015 and Friday 3 April to Monday 6 April 2015 inclusive)	Monday to Friday 08:00 – 18:00 (Monday 6 July to Friday 4 September 2015 excluding Bank Holidays and other closure days)
<b>Customer Services Advisers</b>	Monday to Friday 08:00 – 22:00 Saturday 08:00 – 18:00 (September to July depending on term dates and excluding Bank Holidays, closure days, Christmas and Easter when hours will be reduced and published in advance)	Monday to Friday 08:00 – 18:00 (Monday 6 July to Friday 4 September 2015 excluding Bank Holidays and other closure days)
<b>IT Service Desk</b>	Monday to Friday 08:30 – 20:30 Saturday 09:00 – 16:00	Monday to Friday 09:00 – 17:00
<b>Weston Learning Centre Opening Hours</b>	Monday to Friday 08:00 – 21:00 Saturday 08:00 – 17:00	Monday to Friday 08:00 – 17:00
<b>Café Opening Hours</b>	Monday to Thursday 08:00 – 20:00 Friday 08:00 – 17:00 (Opening hours will be kept under review to match demand)	Monday to Friday 09:00 – 17:00 (Opening hours will be kept under review to match demand)

**All staff, students, contractors and visitors must vacate the building by the closure times noted above.**

**The building is locked and alarmed outside normal operational hours.**

**Working beyond the closure times or requiring access outside normal operational hours needs to be arranged and agreed by the Facilities Manager in advance. If additional Security or other Facilities staff are required for operations outside normal hours then a charge may be made for the cost of these services to the relevant School/Service.**

## **4.0 Layout of the USS Building**

The floors are divided up broadly as follows:

- Ground floor
  - 300 seat lecture theatre, teaching spaces, Bloomberg Trading Room (UEL)
  - Weston Learning Centre with study spaces and group work rooms (BBK)
  - Customer Services Reception, Facilities Services, Information, Advice and Guidance, Student Services Help Desk (BBK), IT Service Desk, Cafe, cyclist & disabled showers, WCs (including disabled)
  - Maximum Floor Occupancy 550
- First floor
  - Harvard lecture theatre, Mac studios, PC teaching room, access to the 300 seat lecture theatre (UEL)
  - Teaching spaces (UEL & BBK)
  - Open access PCs (UEL & BBK)
  - WCs (including disabled)
  - Maximum Floor Occupancy 650
- Second floor
  - School of Business and Law academic and administrative offices, Mooting Room and Help Desk (UEL)
  - Teaching spaces (UEL & BBK)
  - WCs (including disabled)
  - Vending area
  - Maximum Floor Occupancy 537
- Third floor
  - Arts and Digital Industries academic and administrative offices, recording studios, edit suites, practice rooms and Performing Arts helpdesk (UEL)
  - Multipurpose studios (UEL) – maximum occupancy in each studio 60 persons
  - Changing and locker facilities (Shared)
  - Showers and WCs (including disabled)
  - Maximum Floor Occupancy 269
- Fourth floor
  - Pooled teaching (UEL & BBK)
  - Postgraduate research lab (UEL)
  - WCs (including disabled)
  - Maximum Floor Occupancy 112

The arrangement of facilities is designed to limit floor to floor travel and to make navigation easy within the building. The floors are also arranged around a population hierarchy with the larger high capacity spaces such as the Harvard lecture theatre which is situated on the 1<sup>st</sup> floor and the Weston Learning Centre located on the ground floor and 300 seat lecture theatre which spans both the ground and 1<sup>st</sup> floor.

The public amenities and the building management areas are shared between UEL and Birkbeck. UEL will be utilising the building primarily for teaching during the day and evenings whilst Birkbeck will be teaching mainly during the evening with commercial clients during the day. See section on Room Bookings.

## **5.0 Access**

**5.1** The main entrance in Salway Place is the primary access point for building users and visitors. The external doors are comprised of a pair of automatic revolving doors with a powered open side pass door for wheelchair users. Passage through the speed gates will require either a UEL or Birkbeck ID card. Visitors should report to the Customer Service Reception desk next to the speed gates where they will be greeted by the Customer Services Adviser. Commercial clients will need to provide the necessary paperwork to gain access to the building.



**5.2** Normal egress from the building (non-emergency) is via the main entrance by passing through the speed gates and front doors onto Salway Road.

**5.3** Emergency egress from the building is through any of the emergency exit doors on the ground floor of the building. See section on Health and Safety

**5.4** You can gain access to the first floor using the grand staircase located in the Atrium, the lifts which are located on the north side of the building or staircases 1, 2 or 3 which are located on the north, west and east sides of the building.

## **5.5 Lifts**

The building has two lifts which are located on the north side of the building with a call button on each floor. The doors to the lift automatically open and close and have a safety pressure sensor on closing. There is an alarm button and telephone system to

communicate to the Security Control Room at the Docklands Campus followed by the lift maintenance company's emergency call out help desk in each lift in the event of a fault or failure on the lift. Depending on the time of day, the Security staff will contact a member of the maintenance team (who may be at the Stratford Campus) or the lift company to release trapped passengers. This may take up to one hour depending on the time of day. However, you will be able to keep in contact with the Security staff via the telephone system at all times.

Maximum load of each lift 24 people or 2000 kg.



**You must not enter the lifts once a fire alarm has been activated.**

If you are in the lift when an alarm sounds, the lift will descend to the ground floor, and you should leave the building by the closest safe/fire exit route.

**Lifts must not be used during a fire evacuation except by the Emergency Services or trained personnel to evacuate disabled people.**

## **5.6 Disabled Access**

The building has been designed to accommodate suitable access for disabled staff, students and visitors. The features include:

- Level access to all floors
- Hearing loops in lecture theatres and at all reception and help desks
- Dual height service counters
- Accessible WCs and showers
- Twelve disabled parking bays in Salway Road (these are public access on a first-come, first-served basis, are not managed by Facilities Services and cannot be reserved for staff, students or visitors).
- Lecture theatres with designated wheelchair space.



The hard of hearing are invited to text DMSUSS to 07797 870 999 to register for the Deaf Message Service Fire Alert. This service will send a text message on activation of the fire alarm. UEL Student Life will issue a pager to UEL staff and students which will warn them of fire alarm activations at all UEL campuses.

## 5.7 Cyclists

There is a garden on the east side of the building for the use of staff and students. Access to this area is via your UEL or Birkbeck ID Card. There are 80 cycle storage racks in the garden and showers for the use of cyclists in the building. You will need to supply your own bike lock. Only folding bikes can be brought into the building, fully folded, and must not cause an obstruction or safety risk to other users or be transported or kept in such a way to damage the fabric of the building.



## 6.0 Security

**6.1** All students, staff members and contractors are provided with an ID card which also provides them with appropriate levels of access to the building. ID cards **should be displayed at all times** and should be produced upon request. Access to the building may be delayed for staff and students who cannot produce a valid ID card.

UEL Staff requiring a new or replacement ID card will be able to request one from Customer Services Reception between 10.00 hrs and 16.00 hrs and 19.00 hrs and 21.00 hrs, Monday to Friday during Operational Hours. During the Summer Vacation period ID cards will be issued between 10.00 hrs and 17.00 hrs.

UEL Students requiring a replacement ID card will need to visit the Student Life Helpdesk at the Docklands or Stratford Campuses.

Birkbeck students requiring ID cards should contact the Student Service Help Desk or use the Kiosks provided in the main entrance to the building.

**6.2** The USS Building has electronic security systems (access control, door alarm monitoring and CCTV) which are linked to the Security Control Room at the Docklands Campus.

All electronic door systems, including final emergency exit doors, are sensitive to being forced open and the Customer Services Reception and Docklands Control Room are alerted if this occurs. There are CCTV cameras covering all emergency doors, staircases and particular parts of the building.

**6.3** There is a Security Officer on duty in the building during normal operational hours. During the Officer's rest breaks the Premises Assistant will cover security related activities overseen by the Facilities Manager or the Support Services Officer. The Security Officer can be contacted via the Customer Services Reception on extension 7888.

In cases of emergency if the Customer Services Reception extension is busy please contact Security Control on the University's Emergency Security line extension 7771, available 24 hours a day (if you are dialling on a mobile phone or externally please dial 020 8223 7771).

#### **6.4 Stay Safe and Silent Witness**

UEL's Security Services department have produced a guidance booklet on staying safe for all staff and students which is available to download at <http://www.uel.ac.uk/wwwmedia/microsites/facilities/FAC720PersonalSafetyAdviceBookletV.2PROOFED.pdf>

Silent Witness is UEL's Security Services department's confidential **anonymous** security line – 020 8223 5799 - which staff and students can use to report a crime or incident or give information about a crime which has occurred on campus. See more at <http://www.uel.ac.uk/facilities/securityservices>. If you do not want to remain anonymous, you can contact the Facilities Manager at USS in the normal way who will take advice from the Head of Security.

### **7.0 Room Bookings**

The University of East London and Birkbeck have dedicated timetabling and room booking departments, each responsible for the allocation and management of their respective rooms at USS.

*Please note that as of 1<sup>st</sup> August 2014 some of the rooms now operate under a timeshare arrangement, in which case rooms are designated as UEL between the hours of 09:00 – 17:00 and as Birkbeck between the hours of 17:00 – 21:00. For the purposes of this document, requests should be directed to the correct designated owner of the rooms depending upon the times that the room is required.*

*The rooms that operate under timeshare arrangements are shown in the table below:*

Room	Capacity
US1.08	25
US1.09	25
US1.10	25

<b>US1.11</b>	<b>25</b>
<b>US2.02</b>	<b>25</b>
<b>US2.03</b>	<b>25</b>
<b>US2.04</b>	<b>25</b>
<b>US2.30</b>	<b>25</b>
<b>US2.43</b>	<b>20</b>
<b>US4.01</b>	<b>20</b>
<b>US4.10</b>	<b>25</b>

**7.1** Requests from UEL staff to book UEL designated rooms at USS will follow the same procedures and guidelines for booking room across the rest of the University. Each School/Service has a designated room booking administrator responsible for booking rooms on behalf of their School/Service. Room requests for academic bookings are managed by the designated School Timetable Champions; any requests to change, add or delete teaching events should be directed to the designated Timetable Champion who will liaise with UEL's Timetabling Unit.

**7.2** Requests from Birkbeck staff to book Birkbeck owned teaching rooms at USS should be directed to [roombookings@bbk.ac.uk](mailto:roombookings@bbk.ac.uk).

**7.3** Requests to book UEL designated rooms at USS on behalf of Birkbeck or Birkbeck partners should be directed to [roombookings@bbk.ac.uk](mailto:roombookings@bbk.ac.uk) **in all instances**. Birkbeck's room booking department will contact UEL Timetabling Unit by email to make the necessary request.

**7.4** Bookings by UEL to request Birkbeck rooms for teaching purposes or activities requiring extended durations ie: 4 weeks or more are to be directed to [timetabling@uel.ac.uk](mailto:timetabling@uel.ac.uk) **in all instances**.

**7.5** Ad hoc requests to book Birkbeck designated rooms on behalf of UEL staff or partners must be directed to the designated UEL room booker administrators who will forward these to <http://www.bbk.ac.uk/roombookings/make-a-booking-enquiry/externalrequest>.

**7.6** Most spaces will be available to all building users although booking priority will be given to those from the institution that manages the space.

**7.7** For bookings required outside of USS's opening hours during term time and the summer vacation period, please contact the Facilities Manager giving as much notice as possible. The cost of servicing and staffing the building may be recharged on such occasions.

## **8.0 Conferences and Events**

Both universities offer external hire of its rooms and spaces for meetings, training sessions, conferences and events with bespoke event management. Please see further information at:

<http://www.bbk.ac.uk/roombookings/stratford-roombookings>

<http://www.uel.ac.uk/facilities/events/>

## 9.0 Visitors and Contractors

If you are expecting a visitor please let the Customer Services Adviser know in advance either by phone (extension 7888) or by email [reception.uss@uel.ac.uk](mailto:reception.uss@uel.ac.uk). This will ensure your visitor is not delayed and they receive a positive experience upon arrival at Reception.

All visitors should report to the Customer Services Reception upon arrival where they will be greeted and issued with a visitor's ID card. The Customer Services Adviser will then contact you to let you know your guest has arrived and either direct them to your meeting point or ask them to wait in Reception for you to collect them (as per your instructions). Please ask your visitor to return their Visitor ID card to the Customer Services Reception at the end of their visit.

### 9.1 Information in relation to Visitors

Please note there is no parking at the USS Building for staff, students or visitors. However, there are twelve disabled parking bays in Salway Road – these are public access on a first-come, first-served basis and are not managed by Facilities Services.

- Rail services as well as London Underground's Central and Jubilee lines, DLR services and the London Overground can be accessed from Stratford Station which is approximately a 5 minute walk away (also see section on Transport).
- To find University Square Stratford from the station, visitors should use the Town Centre exit, cross the pedestrianised Meridian Square, cross Great Eastern Road and turn left following the flow of traffic around the one way system. The black and gold façade of University Square is visible on your right hand side after 400 metres (just past Stratford Picture House). Turn right into Salway Road and left into Salway Place for the main entrance.
- Sheltered cycle parking in the garden area can be used by visitors on a first-come, first-served basis (it cannot be pre-booked). Access needs to be given by a UEL or Birkbeck member of staff. Visitors will need to provide their own locks.
- Please contact the Customer Services team at the USS Customer Services Reception, extension 7888, email [reception.uss@uel.ac.uk](mailto:reception.uss@uel.ac.uk), and advise them of all your visitors' details in advance, so they are able to provide the best possible customer service.
- All visitors should report to the Customer Services Reception at University Square, which is located at the main entrance to the building.
- WC facilities, including disabled access WCs, are located on each floor.
- Disabled visitors should go to <http://www.disabledgo.com/en/org/university-of-east-london/> for more information.
- The cafe next to the main entrance serves Starbucks coffee, tea and a selection of sandwiches, snacks and cakes. Vending machines are located on the second floor of the building.

- Wifi for visitors is provided through the UEL-Guest network. UEL staff should submit their line manager's approval to the IT Service Desk on [servicedesk@uel.ac.uk](mailto:servicedesk@uel.ac.uk) to gain access to the Sponsor Portal from which visitor usernames and passwords can be created.

## 9.2 Information for Contractors

- A method statement and risk assessment is required for all works and must be submitted to the Facilities Manager in advance.
- Contractors should request parking at UEL's Stratford Campus when arranging their works with the Facilities Manager. There is no parking available at USS for students, staff or visitors.
- On arrival, contractors must sign in and complete a permit to work should their risk assessment identify significant risk to their works.
- Induction will cover site information in this guide.
- Contractors must comply with statutory obligations, site rules and the requirements of UEL's Health and Safety Policy at <http://www.uel.ac.uk/hrservices/hs/hspolicy> and Environmental Policy at <http://www.uel.ac.uk/greenthing/enviromanagmt/policiesandplans>

## 10.0 Building and Facilities Services

### 10.1 Building Environment

**Heating and Cooling:** warm and cool air is delivered through vents in the floor.

**Ventilation:** The building operates on fresh air ventilation which with increased occupancy will increase to suit. Fresh tempered air is brought in through the floor vents and then expelled through vents in the atrium roof via the corridors.

**WCs and stair cores:** radiators with thermostatic controls are used to heat the WC and stair core areas.

**Temperature set points:** Localised wall mounted temperature and CO2 sensors control the heating and cooling automatically throughout the building keeping the temperature between 19' and 26' degrees (see UEL's Energy and Environment Strategy in relation to the winter heating season – 9.2).

**Lighting:** All lighting is controlled automatically by occupancy sensors (PIRs) that will switch lights on and off as required. Classrooms and some staff offices have additional manual switching. Lights within 3.5m of the outer perimeter have daylight sensors connected to automated dimmer controls that adjust lighting levels appropriately. Battery operated emergency lighting will automatically switch on in the event of a power failure/shut down.

**Water Supply:** The building is connected to the mains and supplemented with additional rainwater harvesting system which supplies the Urinals and WCs. All water points on site supply potable water. Water fountains are located on each floor.

**Doors with Vision Panels:** Many of the doors in the building contain glass panels, including offices and teaching rooms. Staff and students are respectfully asked not to obscure or litter any glass panels, doors or curtain walling with notices, posters, advertisements or other paraphernalia as these will be removed by the Facilities Services team.

**Furniture and Electrical Equipment:** Additional furniture, appliances eg heaters, radiators, kettles, toasters and microwaves or electrical equipment (excluding items issued by the School/Service or IT Services) should not be brought into the building without the agreement of the Facilities Manager. All electrical items must be PAT tested in line with UEL's and Birkbeck's policies.

## 10.2 Waste Management

All teaching rooms, communal offices and smaller areas have 100 litre split top bins with 50l for general waste and 50l for dry mixed recycling. Communal areas have two 250l maxi-bins: one for general waste and one for dry mixed recycling

- General waste and recycling bins have clear signage explaining what can what cannot be recycled with common examples and misconceptions
- Bins are differentiated by a universal colour code to minimise confusion: orange for mixed recycling and black/white for general waste
- The general waste and recycling bins are collected daily into external bins which in turn are collected every two days

The USS Building operates a mixed dry recycling scheme that cannot accept soiled or contaminated recyclables.



### Mixed Recycling includes:

- Paper including all newspapers, magazines, coloured paper, card, dry napkins, clean sandwich boxes, paper plates and cups

- Plastics including bottles and their lids, carrier bags, plastic cups, clean food packaging and cutlery
- Metal including cans, empty aerosols, aluminium foil and tin foil

**Please avoid putting the following items into the Mixed Recycling bins:**

- Soiled, wet or laminated paper or any food packaging with food still in it or greasy pizza boxes
- Waxed milk and juice cartons, milk jiggers or cigarette packets
- Any food waste like banana peel or apple cores
- Metallised wrappings such as crisp packets and confectionary wrappings
- Polystyrene foam, pens.

**Glass** must be collected in special glass recycling bins: please contact Customer Services Reception for assistance.

You may recycle **domestic batteries** of all sizes at the USS Building. The battery collection point is at the Customer Services Reception.

Our waste provider offers a **confidential waste** disposal service where items are collected from site and securely shredded. Please request a supply of confidential waste sacks from Customer Services Reception, place your documents for shredding within the sack ensuring that the sack is not filled past the line and seal the bag using the easy peel strip. Once your bags are filled, contact Customer Services Reception who will arrange for the collection.

**IT equipment:** Computers, monitors, laptops, keyboards, mice, cables, printers, photocopiers, fax machines, audio-visual equipment must all be disposed of through IT Services, please contact them direct to arrange a collection.

**Electrical equipment:** Facilities Services arrange for the collection of domestic electrical waste in line with UK legislation. This includes fridges, freezers, microwave ovens, electric heaters / fans, electric kettles, toasters and other domestic electrical appliances. Campus-wide collections are made quarterly so please look out for collection bulletins in UEL's InFocus weekly staff e-newsletter. Until such times as a collection is announced, redundant electrical items must be kept within your own office as storage is limited in the USS building.

**Cleaning & Spillages:** Staff are responsible for keeping their offices tidy with minimum amounts of paper and clutter. All spillages should be cleaned up by the individual immediately, however if further assistance is required, please contact the Reception desk (on Extn 7888). Your office will be vacuumed once per week and bins emptied daily. Should you require any additional cleaning or if you need to report any cleaning related matters please contact Reception. You can report such things as: un-emptied bins, missing toilet paper/hand soap or additional vacuuming.



## 10.3 Postal and Portering Services

### Incoming Mail

Facilities Services sort all incoming mail and operate a daily post van service to transport mail between campuses – more information at

<http://www.uel.ac.uk/facilities/servicedelivery/postalandportering/services/post-van-routes>

All post is distributed to a single point within each School or Services within the building.

Redirection of post – post addressed to Duncan House will be redirected to UEL's Docklands Campus and forwarded to the relevant schools and services.

### Outgoing Mail

The Facilities Services team are also responsible for franking all outgoing mail. It is our policy that all post, unless it is an urgent item, should be sent 2nd class and in an appropriately sized envelope. Postal charges are based on size as well as weight and your assistance in following these guidelines would be greatly appreciated and helps us to keep costs to a minimum. Please visit <http://www.royalmail.com/price-finder> for further details on postal charges.

### Courier Service

We ask that you package your item, marking the budget code on the *top left-hand corner* of the package and bring it to the Reception desk where it will be logged ready for dispatch by a courier. We recommend that you also log your item in your Department.

### Portering

The Premises Assistant is available Monday to Friday 09:00 – 17:00 to assist with any portering duties. If you wish to request any assistance, please send your request to the customer service team who will facilitate your request. Please give adequate notice as the Premises Assistant has a range of daily duties to perform.

## 11.0 Energy and Environmental Strategy

The USS building has been designed in accordance with statutory guidelines and UEL environmental standards. It has achieved an 'Excellent' BREEAM certification.

The main energy consumption (kWh/year) within the building is provided by grid electricity, with natural gas used for primary heating. Gas and electricity usage is metered at point of supply, with sub-metering of electricity by floor and broken down by usage groups of plant, lighting and small power. Identifying areas of energy consumption is the first step to understanding where energy efficiencies and savings can be made. UEL and Birkbeck will be undertaking an annual assessment of the overall energy consumption using the Display Energy Certificate scheme, which rates the building against a national benchmark.



Energy efficiency and consideration for the reduction of operational Carbon Dioxide (CO<sub>2</sub>) emissions has been designed into the building through a high performance fabric as well as efficient building services and control systems. Photovoltaic (PV) panels are installed on the roof and façade which provide a source of clean renewable energy.

During the winter heating season (1 October – 30 April) the aim is to maintain workplace space temperatures of between **19 degrees C and 21 degrees C** in all non-residential buildings, with the exception of areas not used as office or teaching space (i.e. workshops, plant rooms, corridors). The majority of students and staff will find this temperature range comfortable. Please see more details on the University's operational energy standards at <http://www.uel.ac.uk/wwwmedia/uel/migratedcontent/greenthing/documents/UELCarbonManagementPlanAppendix1OperationalEnergyStandardsFINAL14072010.pdf> Portable electric heaters and portable air conditioning units may not be used unless consent has been given by Facilities Services and the heaters have been PAT tested with approval to be plugged into specific electrical sockets.

### **11.1 Energy efficiency and conservation**

The internal temperature will be monitored via the BMS in line with UEL's policy. You can ensure the building operates in line with its design by taking note of the following points:

- Placing temporary storage units/filing cabinets/coat stands in the vicinity of controllers can cause sensors to misread area conditions leading to unnecessary heating or cooling.
- Use of desk fans or heaters for personal comfort can cause conflict with zone control settings leading to unnecessary heating or cooling and is against UEL and Birkbeck's policies.
- Unnecessary closure of blinds can prevent perimeter dimmer switches operating. The dimmer switches have been fitted as a significant energy saving option, and venetian blinds (tilting blades to partial closure) are primarily to limit direct glare on workstations.
- Nearly all lighting is controlled automatically by occupancy sensors (PIRs) preventing lights being left on needlessly. The lights will power off after a certain time delay after the last detected movement.
- PCs are set up with a power down strategy which shuts down the unit if not used for a period of time.
- Switching off small power equipment contrary to makers' recommendations can cause unnecessary use of energy in warm up procedures when switching on, and reduce the working life of some equipment such as high performance printers.

Facilities Services encourage all users to get involved in helping to reduce the USS building's environmental impact by 'Doing the Green Thing'. This could be anything from using less energy to recycling more or taking part in our projects and events. Please do have a look at <http://www.uel.ac.uk/greenthing/> for ideas, advice and resources on different environmental issues. Or to get in touch email: [greenthing@uel.ac.uk](mailto:greenthing@uel.ac.uk).

## **12.0 Catering Services**

There is a cafe on the ground floor located at the entrance to the building which is open to the general public and a vending area on the second floor. These facilities are managed and operated by Chartwells (UEL's Catering Contractor) who provide a wide range of catering and hospitality services and aim to deliver high-quality food and refreshments at affordable prices.

UEL Schools and Services have nominated staff with access to Chartwells' online ordering system for hospitality catering. Birkbeck staff should contact their Room Booking department for advice on ordering hospitality services.

If you have any questions or need any further information about Chartwells' services please refer to UEL's catering web pages at <http://www.uel.ac.uk/catering/>.

## **13.0 Health and Safety**

### **13.1 Health and Safety Documents**

All original hard copies of relevant documents are held in the Health and Safety file and the O&M Manuals in the Facilities Management office on the ground floor, USG.34/35.

Regular fire evacuations will be undertaken. Staff and students should familiarise themselves with the fire evacuation procedures as listed on the fire action notices within the building and detailed at section 13.3 below.

All accidents and near miss events must be recorded in the appropriate manner. Please see the UEL Health and Safety accident policy at <http://www.uel.ac.uk/hrservices/hs/uelaccidentpolicyandaccidentform>

For matters relating to general health and safety issues in the building please contact the Facilities Manager in the first instance. Each School and Service is responsible for undertaking their own health and safety risk assessments in relation to the operations of their service.

### **13.2 Fire Response and Alarm System**

There is a fully addressable fire alarm system in the building.

When the system is activated, sounders emit a two tone alarm sound and the Security Officer will investigate and will call the Fire Brigade as necessary. Management of the system is the responsibility of designated staff only.

**Fire alarm tests are conducted weekly at 10am every Friday.**

### **13.3 Fire Evacuation Procedures**

When the fire alarm sounds you must stop what you are doing, exit the building via the nearest safe route and proceed to the fire assembly point. If conducting specialist activities, initiate the emergency shutdown procedures.

When the fire alarm is activated, all fire doors on the three stair cores and in the corridors held open by electromagnets will automatically close and the fire exit doors on the ground floor will unlock. All fire escape staircases are indicated by fire exit signage which includes a running person logo and in some cases a directional arrow.

If a fire alarm detector in the northwest corner of the third floor has been activated, a fire curtain situated in the corridor near the male changing room will descend 30cm. If a second fire alarm detector to the east of the curtain is activated, the curtain will descend to floor level and occupants should evacuate using stair 1 or 3 as appropriate.

Sound systems in the multipurpose studios will silence on activation of the fire alarm system and require resetting by an ADI technician or Facilities Services.

**You must not enter the lifts once a fire alarm has been activated.**

If you are in the lift when an alarm sounds, exit the lift at the floor it stops at, and leave the building by the closest safe/fire exit route.

**Lifts must not be used during a fire evacuation except by the Emergency Services or trained personnel to evacuate disabled people.**

When the fire alarm sounds, any non-ambulant persons above the ground floor who cannot use the stairs unaided should make their way to the nearest refuge area and call the refuge intercom. Refuges are located in the lift lobbies and fire escape stair cores on levels 1-4 with the latter containing Evacuation Chairs. The refuge intercom is linked to the Customer Service Reception. You should follow the instructions on the intercom to alert the Facilities Services staff that you are in the refuge area. A member of the Facilities Services staff will then assist all non-ambulant persons to exit the building and guide them to the fire assembly point either by use of an Evacuation Chair or via the dedicated fire evacuation lift. Under no circumstances must untrained staff use the Fire Evacuation Lift in a fire situation.

Fire marshals must report their findings to the Security Officer controlling the evacuation. No-one should re-enter the building until instructed to do so by the Security Officer.

### **13.4 Fire Assembly Point**

The fire assembly point for the USS building is located on the paved area directly outside (but a safe distance away) from the main entrance to the building. It is marked by a fire assembly notice which is secured to the wall in this vicinity.

### **13.5 Use of Fire Fighting Equipment**

Security personnel are trained in the use of fire extinguishers. However, it is not their primary role to fight a fire. They can use a fire extinguisher to aid self-preservation, aid the escape of another person or to put out a minor fire before it can grow. All security personnel are advised not to put themselves in personal danger.

### **13.6 First Aid**

If you or another person in the building requires first aid treatment, you should identify the nearest first aid trained person or contact the Customer Services Reception on extension 7888 to request assistance.

If you are unable to locate a First Aider and the Customer Services Reception extension is engaged, contact the Security Control Room at the Docklands Campus on 7771 (24 hrs cover). The Security Control Room at Docklands is in radio contact with the Security Officer based at the USS Building.

Guidance on UEL's Health & Safety policy is at <http://www.uel.ac.uk/hrservices/hs>

A fully updated list of all the first aid trained personnel can be found at the Customer Services Reception.

#### **In the case of a situation requiring emergency medical assistance:**

1. Call (9) 999
2. Contact the Customer Services Adviser on extension 7888 and inform them of the situation so they can meet the Emergency Services and take any other necessary action.

### **14.0 Transport**

University Square is well served by buses, with three routes stopping immediately outside the site. Routes 50, 257 and 308 operate along Great Eastern Road with 13 more buses stopping at Stratford Station which is only 400m away. These routes provide connections to a range of destinations including Central London, Canning Town, Barking, Ilford and Walthamstow. Further information is at <http://www.tfl.gov.uk>.

Stratford station is served by mainline rail services on the London Overground and National Express East Anglia routes to a variety of destinations. It is also served by the Jubilee Line and the Central Line as well as DLR services to Canary Wharf and Lewisham.

Cycle Superhighway 2 runs along the A11 (Whitechapel road/Mile End road) connecting Stratford to the City where other cycle superhighways converge. Cycle links over Tower Bridge and Southwark Bridge connect this cycle hub to South London and elsewhere. There are designated cyclist showers as well a disabled access shower room at USS.

Cycle parking is available in the garden area. You will need your ID card to access this area. There is no parking at the USS building other than twelve disabled parking bays in Salway Road.

**There is no vehicle parking at the USS building other than twelve disabled parking bays in Salway Road.**

## 15.0 Contact Details for Key Personnel

School/Service	Contact information	
Facilities Services: Interim Facilities Manager	Name:	Stephen Wilson
	Telephone:	020 8223 3037 07738 886 923
	Email:	s.b.wilson@uel.ac.uk
Facilities Services: Support Services Officer	Name:	Jason Dickson
	Telephone:	020 8223 6806 07738 890 861
	Email:	j.j.dickson@uel.ac.uk
Facilities Services: Campus Manager - responsible for line management of USS	Name:	Chris Norman
	Telephone:	020 8223 6606 07738 887 227
	Email:	c.norman@uel.ac.uk
Head of Health & Safety	Name:	Del Basi
	Telephone:	020 8223 2966
	Email:	d.s.basi@uel.ac.uk
Dean of School of Business and Law	Name:	Matthew Humphreys
	Telephone:	020 8223 6277
	Email:	m.humphreys@uel.ac.uk
Head of Performing Arts	Name:	Sheila Preston
	Telephone:	020 8223 3248
	Email:	s.preston@uel.ac.uk

## 16.0 USS Operational Management Group

A group comprising senior academic and professional services staff delivering services to the USS and its students for both universities meets quarterly to discuss the day-to-day operational management of USS. The group's meetings provide the forum for tabling improvements and changes. Please contact the Facilities Manager for information on how to raise issues at this meeting.

## **17.0 Feedback**

Your feedback is very important to us, it helps us to continually improve the service we provide and we value your comments and suggestions.

Please take the time to send us feedback to let us know how we are doing - compliments, comments and complaints are all welcome and we will do our best to take these on board where possible.

You can do this by emailing the Facilities Manager at USS or Chris Norman, UEL Campus Manager (contact details in section 15).